

# IMPROVED METHOD FOR REPORTING CHARACTERISTICS OF A SERVICE PROVIDER SUCH AS AN APPLICATION SERVICE PROVIDER

## ABSTRACT

A management service gathers information regarding the performance of a service provider (SP) such as an application service provider (ASP) or an Internet Service Provider (ISP). The management service analyzes the information gathered, generates a report, and provides the report to at least two clients of the SP. In one embodiment of the invention, the information gathered is performance information. In another embodiment, the information gathered is availability information. In yet another embodiment, the information gathered is security information. Information may be gathered by electronic monitoring, or by human enquiry, or by any other research technique appropriate to the task at hand. The report may be provided to the client as hard copy or as soft copy or in person orally.